

## **Frequently Asked Questions – Electronic Proof of Claims**

### **1. Do I need to attach the B10 form as an attachment?**

No - the fillable form will create the B10 form. Any attachments should consist of supporting documentation to the POC.

### **2. When will the claim appear on the claims register?**

The claim will immediately appear on the claims register upon submitting the proof of claim.

### **3. Can I get a stamp filed acknowledgment of the POC?**

Yes, the Court's claim number will display with a link to the electronically file stamped proof of claim upon submitting the proof of claim. The claim will be file stamped as of the entry date. It is recommended that the claim is printed or saved at this time.

### **4. Will the Trustee and the Atty. for the Debtor be served with the Proof of Claim?**

Yes, they will receive electronic notification of the claim filed. You do not need to file a separate paper claim with the Trustee's office.

### **5. My attachments did not properly attach to a claim filed recently. How can I attach those PDF images of supporting documentation?**

- a) Reformat the supporting documentation to an acceptable format. It may be necessary that you divide the PDF image into multiple attachments.
- b) File an amended claim and attach the correct PDF images.
- c) Check the box that designates that the claim is amended. Select the claim number of the claim to be amended.
- d) Attachments must be properly added by amendment as described. Amendments should not be attempted by faxing or mailing to the Trustee's office unless specifically requested.

### **6. Can I file any Chapter Proof of Claim?**

Yes

### **7. Signatures?**

The filing of the claim electronically deems the claim signed by the creditor or authorized person.

## **8. How will I know the treatment of my claim by a Chapter 13 Trustee?**

A motion to allow claims with the suggested treatment of your claim will be sent out after the proof of claim bar date has passed. Check the website of the chapter 13 trustee assigned to the case or contact the Ch. 13 trustee's office.

The Ch. 13 Trustee websites are available by accessing this site:

[www.13network.com](http://www.13network.com). **The Trustees Web site addresses can be found at: Go to NC and pick the Trustee office assigned to the case.**

Access to this site requires a login & password. Follow the instructions on each office's home page to obtain a login & password. Data on this site is as of the previous day.

## **9. How do I record the creditor address and my address as attorney?**

The fillable POC form will allow you, the filer, to choose whether the claim is being submitted by the debtor(s) attorney, creditor attorney, creditor, debtor, or trustee. If the attorney is the filer, you will be able to add the attorney name and address and choose from the creditors in the case or add the correct creditor. Both names and addresses will be added to the mailing matrix and displayed on the proof of claim and claims register.

## **10. Can I include a separate address that payments should be mailed to?**

Yes, check the box indicating that the Payment Address differs from Notice Address. An additional address field will appear for this alternative address.

## **Helpful Hints**

- **Verify the debtor(s) name and case number prior to submitting the proof of claim.**
- **Check the amends box if you are resubmitting the claim for any reason.**
- **Verify all amounts in sections 1, 4 & 5. The total amount is required in section 1.**
- **If you have supporting documentation to attach, select yes.**
- **Print or save the completed proof of claim when directed to view/print your filed claim.**

Last Revised 3/18/08